

Power Back Door Inoperative

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013	RAV4	Plant Code(s): 5, D, W VDS(s): DFREV, YFREV WMI(s): 2T3, JTM

Introduction

Some 2013 model year Limited grade RAV4 vehicles may exhibit a condition in which one or both power back door actuator units separate from the ball mounts on the hatch or the body. Additionally, wiring on the actuator may be damaged, causing the power back door to become inoperative with Diagnostic Trouble Codes (DTCs) B2226, B2227, B2228, or B2229 present. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT*	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	Shokki	2WD	JTMYFREX#DD013167
		4WD	JTMDFREV#DD026014
	Tahara	4WD	JTMDFREV#D5018829
	TMMC	2WD	2T3YFREX#DW045060
		4WD	2T3DFREV#DW080226

* Plant Code (11th digit): D = Shokki, 5 = Tahara, W = TMMC
 For detailed information on VINs, please reference the [2013 VIN Decoder Chart](#) found on the Technical Information System (TIS), under *Reference Information: Technician Group*.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1308	R & R Unit Assy Set, Power Back Door, RH and LH*	0.6	68910-09010 68920-09010 68910-49015 68920-49015	9A	40

* If necessary, sublet repair of body damage caused by power back door actuator mount separation.

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
68910-09010 68910-49015	68910-49036	Unit Assy Set, Power Back Door, RH*	1
68920-09010 68920-49015	68920-49036	Unit Assy Set, Power Back Door, LH*	1

* In this Service Bulletin, the "Power Back Door Actuator" refers to the "Unit Assy Set, Power Back Door."

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
TIS Techstream		TSPKG1	
Techstream Lite		TSLITEDLR01	

* Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 8.30.023 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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Required Tools & Equipment (Continued)

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	00002-06020-01	1

* Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Repair Procedure

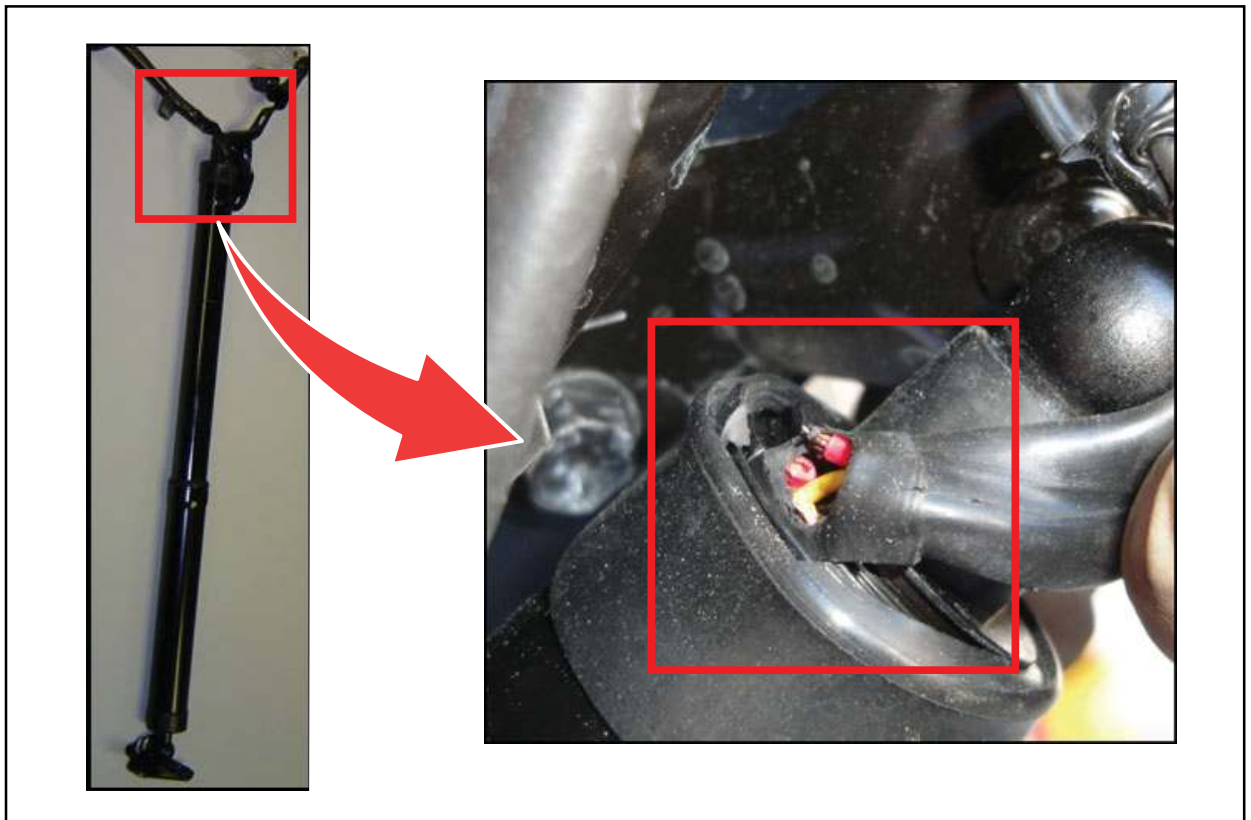
1. Confirm the vehicle exhibits one of the following conditions and proceed as noted below.
 - Power back door mount separation: Go to step 2.
 - Inoperative power back door: Go to step 3.
2. If the vehicle exhibits a power back door actuator mount separation, use the following procedure to diagnose the condition.
 - A. Visually check for body damage and repair if necessary.
 - B. Confirm hatch alignment and adjust or repair if necessary.
 Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:
 - 2013 RAV4:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Back Door: [Adjustment](#)”
 - C. Proceed to step 4.

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Repair Procedure (Continued)

3. If the vehicle exhibits an inoperative power back door with no mount separation, use the following procedure to diagnose the condition.
 - A. Check for DTCs using Techstream.
 - B. If DTC B2227 or B2229 is present, check the RH power back door actuator for wiring damage in the location indicated in Figure 1.
 - C. If DTC B2226 or B2228 is present, check the LH power back door actuator for wiring damage in the location indicated in Figure 1.
 - D. If wiring damage is identified, proceed to step 4.
 - E. If no wiring damage is identified, this bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1.



Power Back Door Inoperative

Repair Procedure (Continued)

4. Remove and replace the LH and RH power back door actuators (Unit Assy Set, Power Back Door) with the NEW parts.

Refer to TIS, applicable model and model year Repair Manual:

- 2013 RAV4:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Back Door Drive Unit: [Removal](#) / [Installation](#)”

NOTE

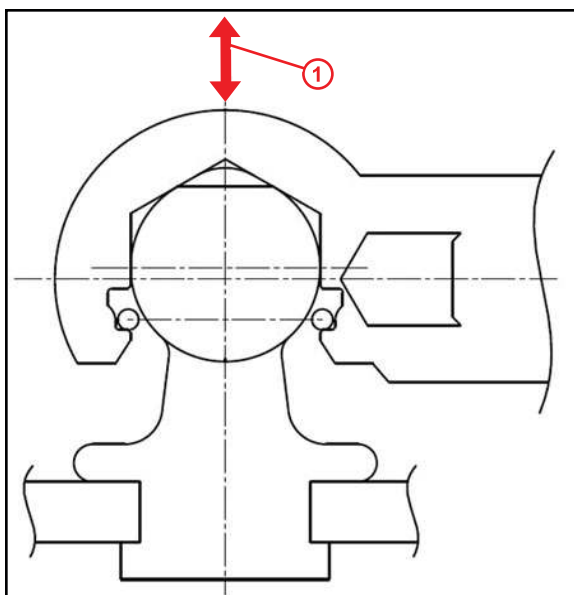
Even if only one actuator is damaged, both actuators should be replaced with the NEW parts.

5. Once the new power back door actuators have been installed, confirm that the ball and socket joints (2 LH and 2 RH) are properly seated, and have approximately 1 mm of free-play as indicated in Figure 2.

To check for free-play: first push, then pull on the power back door actuator unit near each socket.

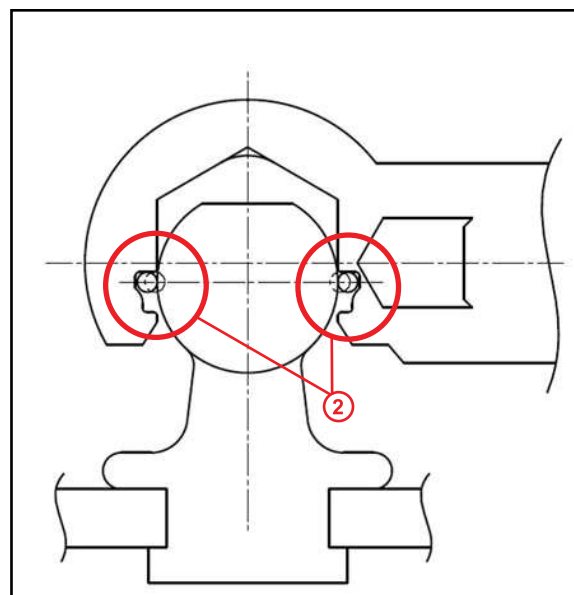
- If free-play is present, continue to step 6.
- If there is NO free-play as shown in Figure 3, the ball mount is not fully seated in the socket, and the replacement power back door actuator may have been improperly assembled. Order and install another NEW replacement power back door actuator service part, then repeat the free-play confirmation procedure.

Figure 2. Expected Free-Play Condition



1 1 mm Free-Play: Ball Mount is Fully Seated in the Socket

Figure 3. No Free-Play Condition



2 No Free-Play: Ball Mount is Not Fully Seated in the Socket

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Repair Procedure (Continued)

6. Perform the power back door initialization procedure.

Refer to TIS, applicable model and model year Repair Manual:

- 2013 RAV4:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Back Door Drive Unit: [Initialization](#)”

7. Confirm normal operation of the power back door. Test jam protection operation in opening and closing directions following the procedure provided in the Repair Manual.

Refer to TIS, applicable model and model year Repair Manual:

- 2013 RAV4:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Back Door Drive Unit: [Operation Check](#)”

NOTE

The jam protection operation must be confirmed BEFORE returning the vehicle to the customer.